

INTERAGENCY AGREEMENT

1. IAA NO.

PC-15-6-017

PAGE

OF

1

2

Exempted pursuant to the fifth exemption of FOIA, U.S.C. § 552(b)(5).

25a. SIGNATURE OF GOVERNMENT REPRESENTATIVE (SERVICING)

(b) (6)

25b. NAME AND TITLE

25c. DATE

26b. CONTRACTING OFFICER

26c. DATE

Miguel B. Shivers

5/20/15

Exempted pursuant to the fifth exemption of FOIA, U.S.C. § 552(b)(5).



IAA Number PC-15-6-017 - 0000 -
GT&C # Order # Amendment/Mod #

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United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
General Terms and Conditions (GT&C) Section

IAA Number PC-15-6-017 - 0000 -
GT&C # Order # Amendment/Mod #

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United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
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IAA Number PC-15-6-017 - 0000 -
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United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
General Terms and Conditions (GT&C) Section

IAA Number PC-15-8-017 - 0000 -
GT&C # Order # Amendment/Mod #

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SIGNATURE	(b) (6)	(b) (6)
Approval Date	5/20/15	5/1/2015

United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
Order Requirements and Funding Information (Order) Section

IAA Number PC-15-6-017 - 0001 -
GT&C # Order # Amendment/Mod #

Servicing Agency's Agreement
Tracking Number (Optional)

Exempted pursuant to the fifth exemption of FOIA, U.S.C. § 552(b)(5).



United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
Order Requirements and Funding Information (Order) Section

IAA Number PC-15-6-017 - 0001 - _____
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United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
Order Requirements and Funding Information (Order) Section

IAA Number PC-15-6-017 - 0001 - _____
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United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
Order Requirements and Funding Information (Order) Section

IAA Number PC-15-6-017

- 0001 -

Servicing Agency's Agreement

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United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
Order Requirements and Funding Information (Order) Section

Exempted pursuant to the fifth exemption of FOIA, U.S.C. § 552(b)(5).



MOU GSA IT/Peace Corps Basic Cloud Email Pilot

MEMORANDUM OF UNDERSTANDING
between
General Services Administration (GSA) and Peace Corps
For
Basic Cloud Email Pilot

Exempted pursuant to the fifth exemption of FOIA, U.S.C. § 552(b)(5).



Exempted pursuant to the fifth exemption of FOIA, U.S.C. § 552(b)(5).



Exempted pursuant to the fifth exemption of FOIA, U.S.C. § 552(b)(5).





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Exempted pursuant to the fifth exemption of FOIA, U.S.C. § 552(b)(5).



Exempted pursuant to the fourth exemption of FOIA, U.S.C § 552 (b)(4).



Exempted pursuant to the fourth exemption of FOIA, U.S.C § 552 (b)(4).



ORDER FOR SUPPLIES OR SERVICES				NOTE: MARK ALL PACKAGES WITH ORDER NUMBER/CONTRACT NUMBER		PAGE 1 OF 3 PAGES	
1. DATE OF ORDER 07/29/2011		2. ORDER NUMBER GSI0011AA0280		3. CONTRACT NUMBER GS-35F-0131R		4. PDN NUMBER GP0556730	
FOR GOVERNMENT USE ONLY	5. ACCOUNTING AND APPROPRIATION DATA						
	FUND	ACTY CODE	W/ITEM	ORG CODE	SOC	CC-B	
	PRGM CODE	PROJ./PROG. NO	PRT./CRFT	O/C CODE	CC-A		
	6. ACCOUNTING AND APPROPRIATION DATA (CONTINUED) REFERENCE MULTIPLE ACCOUNTING AND APPROPRIATION DATA IN BLK 20					8. TYPE OF ORDER REFERENCE YOUR	
7. TO: CONTRACTOR (Name, address and zip code)				<input type="checkbox"/> A. PURCHASE Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated. <input checked="" type="checkbox"/> B. DELIVERY This delivery order is subject to instructions contained on side only of this form and is issued subject to the terms and conditions of the above numbered contract. <input type="checkbox"/> C. TASK ORDER This task order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract. D. MODIFICATION NO. _____ AUTHORITY FOR ISSUING _____			
Exempted pursuant to both the fourth and the sixth exemption of FOIA, 5 U.S.C. § 552(b)(4) & (6).				9B. CHECK IF APPROP WITHHOLD <input type="checkbox"/> 288 Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.			
10A. CLASSIFICATION <input type="checkbox"/> A. OTHER THAN SMALL BUSINESS <input type="checkbox"/> B. SMALL BUSINESS <input type="checkbox"/> C. SMALL HUBZONE <input checked="" type="checkbox"/> D. SMALL BUSINESS <input type="checkbox"/> E. SMALL VETERAN OWNED <input type="checkbox"/> F. SMALL VETERAN OWNED <input type="checkbox"/> G. SMALL SERVICE DISABLED VETERAN OWNED				10B. START DATE: 07/29/2011 10C. COMPLETION DATE: _____			
11. ISSUING OFFICE (Address, zip code, and telephone no.) GSA, MVS 1275 First St. NE Room 920, Washington, DC 20417 202-208-5595				12. REMITTANCE ADDRESS (MANDATORY) CARAHSOFT TECHNOLOGY CORPORATION 12369 SUNRISE VALLEY DRIVE SUITE D-2 RESTON, VA 20191 Electronic Funds Transfer			
13. SHIP TO: (Consignee address, zip code and telephone no.) GSA, OCIO 1275 First St. NE Washington, DC 20417 917-843-7489							
14. PLACE OF INSPECTION AND ACCEPTANCE				15. REQUISITION OFFICE (Name, symbol and telephone no.) Gail Bruss 202-501-4655			
16. F.O.B. POINT Destination		17. GOVERNMENT E/L NO		18. DELIVERY F.O.B POINT ON OR BEFORE		19. PAYMENT/DISCOUNT TERMS NET: 30	
20. SCHEDULE							
CONTRACT/ORDER INCORPORATES BY REFERENCE FAR 52.212-4 FAR 52.212-5 FAR 525.213-4						<input type="checkbox"/> ARE NOT ATTACHED <input type="checkbox"/> ARE NOT ATTACHED	
CONTRACT/ORDER INCORPORATES BY REFERENCE GSAR							
ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)		
1	(b) (4)				(b) (4)		
21. RECEIVING OFFICE (Name, symbol and telephone no.) Patrick Donovan 917-843-7489				TOTAL FROM ---> 300-A (S)		(b) (4)	
22. SHIPPING POINT				23. GROSS SHIP WT.		GRAND TOTAL ---> \$ 3,600,000.00	
24. MAIL INVOICE TO: (Include zip code) Financial Operations & Disbursement Division PO BOX 419279 1500 E Bannister Road Room-1011, Kansas City, MO 64141 (816) 926-7287				25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: Customer Service Help Desk		25B. TELEPHONE NO. (816) 926-7287	
26A. SIGNATURE OF OFFEROR/CONTRACTOR				25C. PROGRAM MANAGER/COTR Fred Wuensch		25D. TELEPHONE NO. (703) 605-5720	
27A. NAME AND TITLE OF SIGNER (Type)				DATE SIGNED		DATE SIGNED	
Lydia E. Dawson				07/29/2011			
GENERAL SERVICES ADMINISTRATION				2. CONTRACTOR'S ORIGINAL		GSA FORM 300 (REV 8-10)	

ORDER FOR SUPPLIES SERVICES
(Continuation)

THIS NUMBER MUST APPEAR ON ALL PACKAGES
AND PAPERS RELATING TO THIS ORDER

V

PAGE 2

DATE

07/29/2011

PDN NUMBER

GP0556730

OF

PAGES 3

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
2	(b) (4)			(b) (4)	(b) (4)
3	(b) (4)				
4	(b) (4)				
5	(b) (4)				
6	(b) (4)				

ORDER FOR SUPPLIES SERVICES
(Continuation)

THIS NUMBER MUST APPEAR ON ALL PACKAGES
AND PAPERS RELATING TO THIS ORDER

V

PAGE 3
OF
PAGES 3

DATE
07/29/2011

FDN NUMBER
QP0556730

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
7	(b) (4)			(b) (4)	(b) (4)

(b) (4)



Exempted pursuant to both the third and the fourth exemption of FOIA, U.S.C. § 552 (b)(3)&(b)(4).



NOTICE

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than evaluation. If, however, a contract is awarded to this Offeror as a result of – or in connection with – the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The entire volume is subject to this restriction.

Exempted pursuant to both the third and the fourth exemption of FOIA, U.S.C. § 552 (b)(3)&(b)(4).



Exempted pursuant to both the third and the fourth exemption of FOIA, U.S.C. § 552 (b)(3)&(b)(4).



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Inter-Agency Agreement # EDCIO15J0012

ADDITIONAL ED Clearances and Approvals

Refer to the IAA Directive for information on obtaining ED clearances and approvals.

Principal Office or Title		Signature and Date
PO/IAC	(b) (6)	4/23/15
OCFO Senior Procurement Executive		
OGC/DBAL		
Budget Service/BEAAD		
Budget Service Director		
OM/RIMS		
OCIO		
OIG		

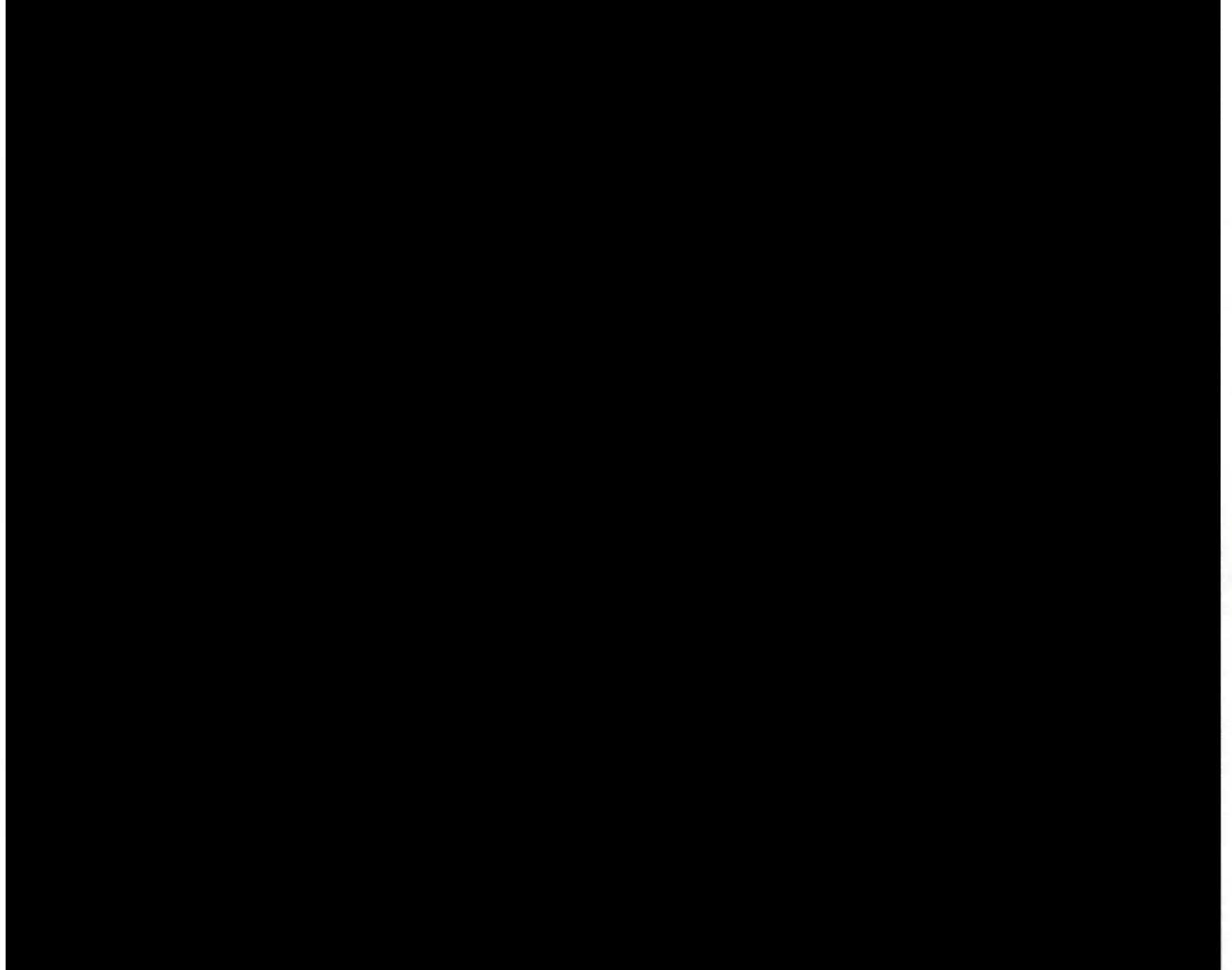
United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
General Terms and Conditions (GT&C) Section

IAA Number EDCIO15J0012 - 0000 -
GT&C # Order # Amendment/Mod #

DEPARTMENT AND/OR AGENCY

1.	Requesting Agency of Products/Services		Servicing Agency Providing Products/Services
	Name	U.S. Department of Education/Office of the Chief Information Officer (OCIO)	General Services Administration
	Address	550 12th Street SW, Rm 9112 Washington, D.C. 20202	1800 F Streets, Washington DC 20405

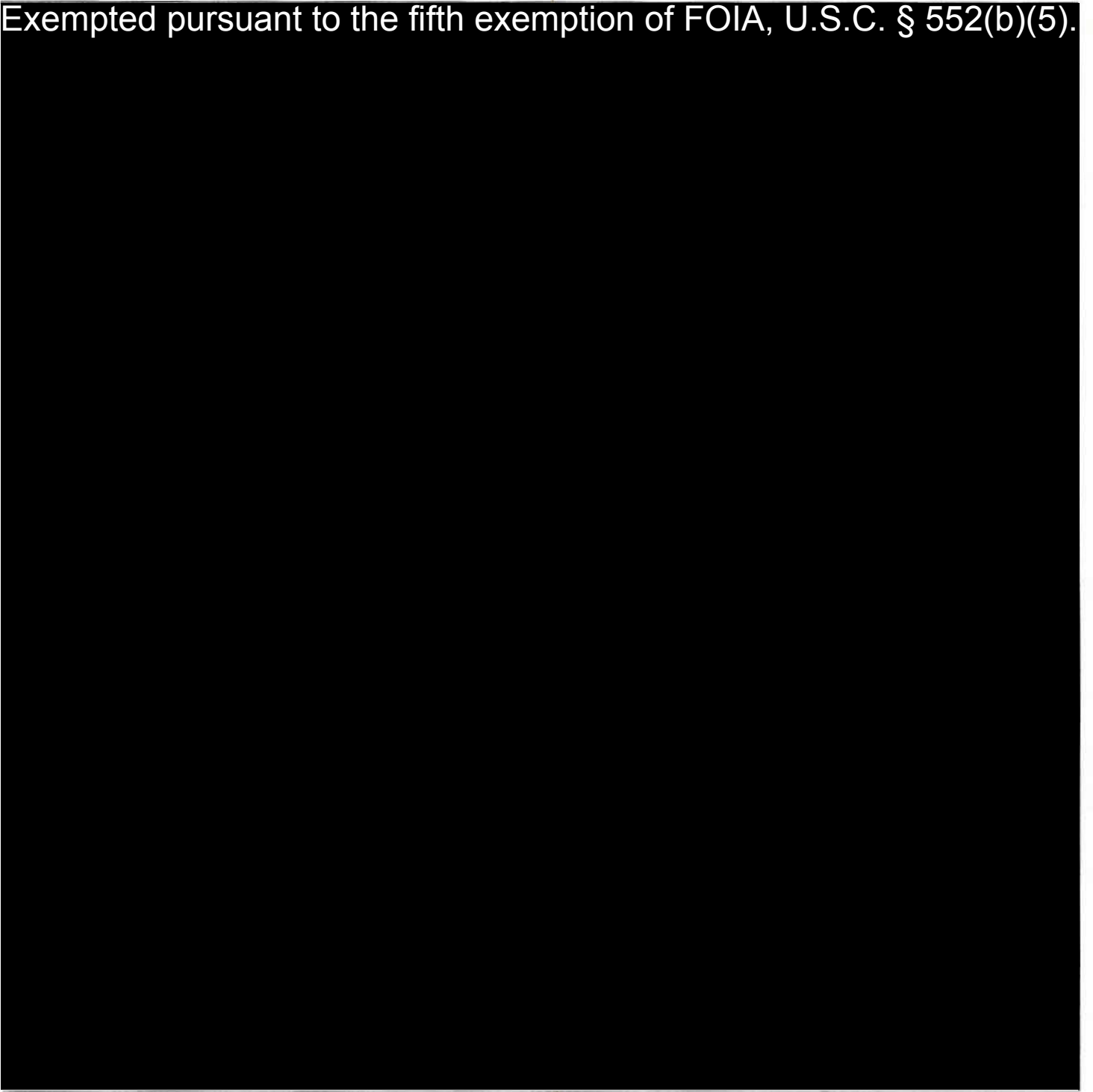
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United States Government
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IAA Number EDCIO15J0012 - 0000 -
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IAA Number EDCIO15J0012 - 0000 -
GT&C # Order # Amendment/Mod #

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United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
General Terms and Conditions (GT&C) Section

IAA Number ENC101510012 - 0000 -
GT&C # Order # Amendment/Mod #

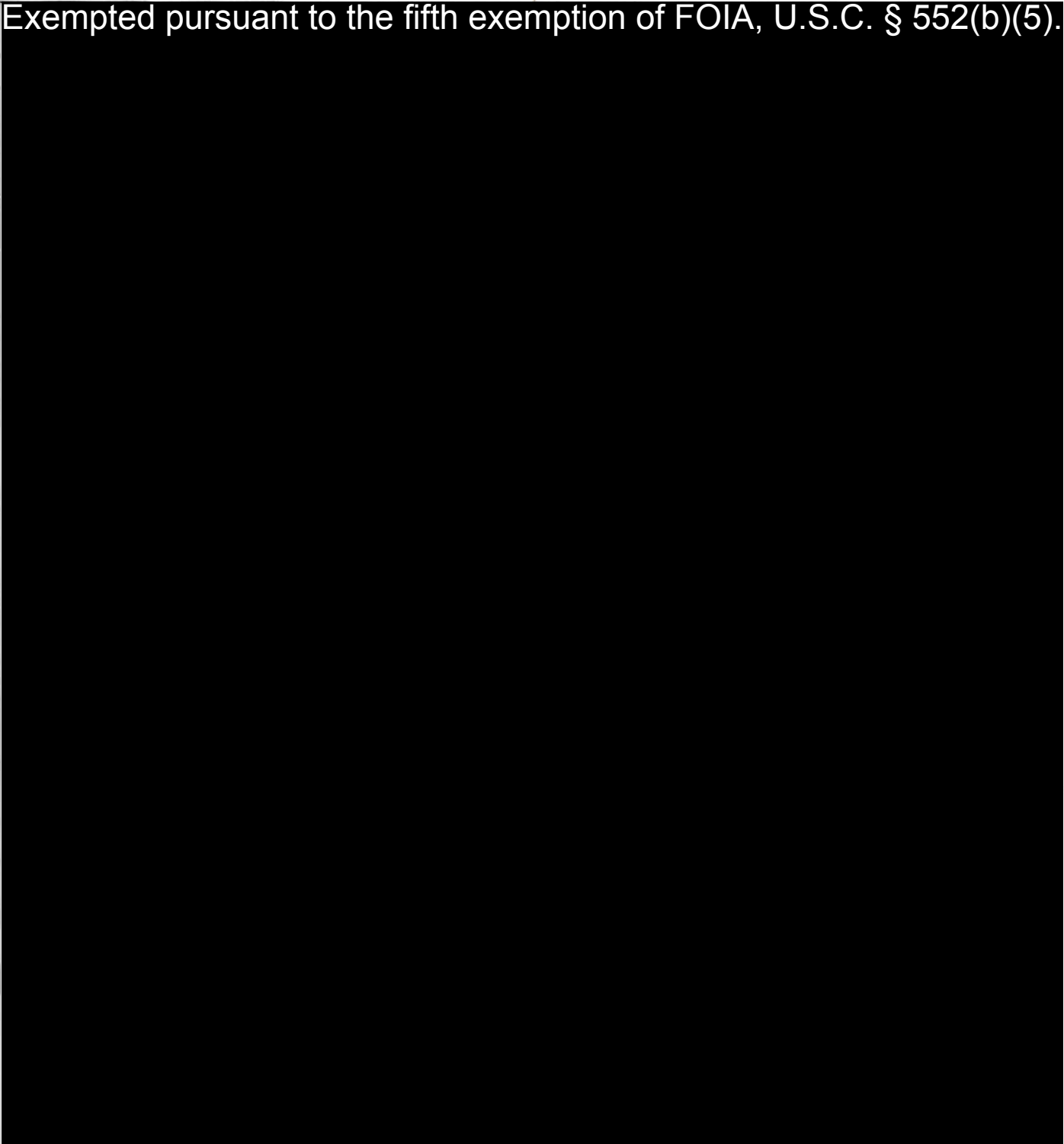
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United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
Order Requirements and Funding Information (Order) Section

IAA Number EDCIO15J0012 - - Servicing Agency's Agreement
 GT&C # Order # Amendment/Mod # Tracking Number (Optional) ER.2015.033

Exempted pursuant to the fifth exemption of FOIA, U.S.C. § 552(b)(5).

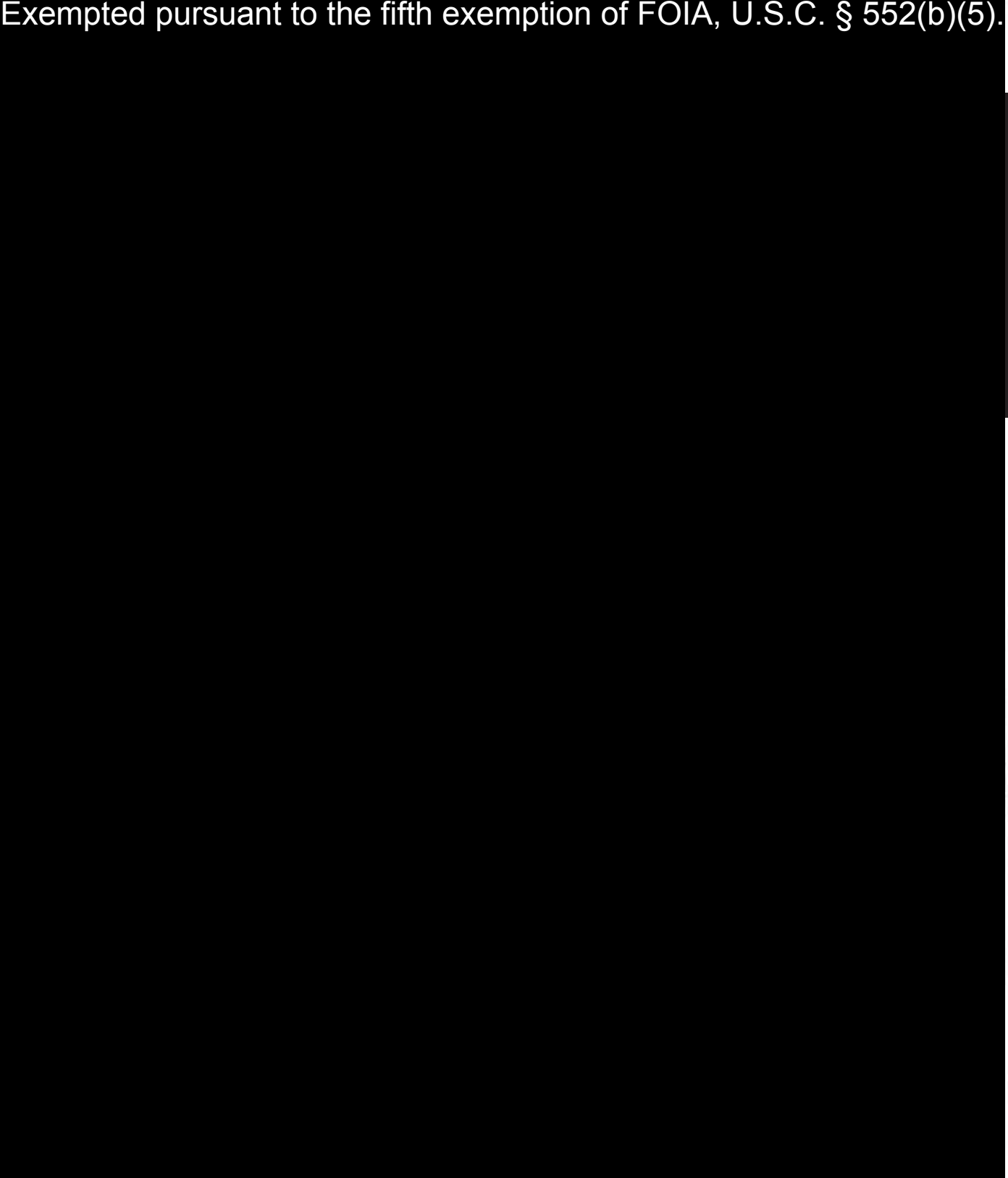


IAA Order

IAA Number EDCIO15J0012 - -
GT&C # Order # Amendment/Mod #

Servicing Agency's Agreement
Tracking Number (Optional) ER.2015.033

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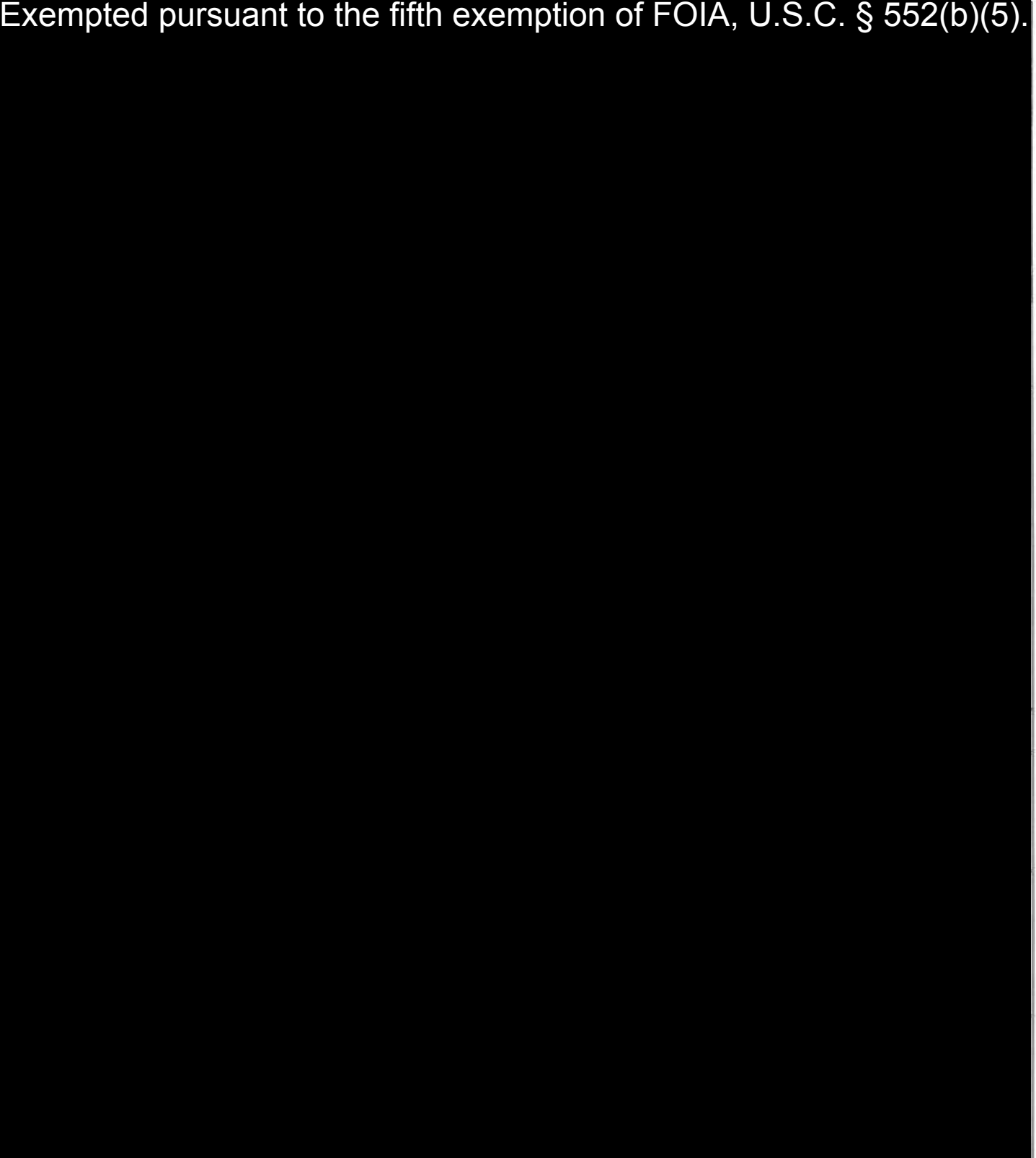


IAA Order

IAA Number EDCIO15J0012 - -
GT&C # Order # Amendment/Mod #

Servicing Agency's Agreement
Tracking Number (Optional) ER.2015.033

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IAA Order

IAA Number ESC101510012

GT&C #

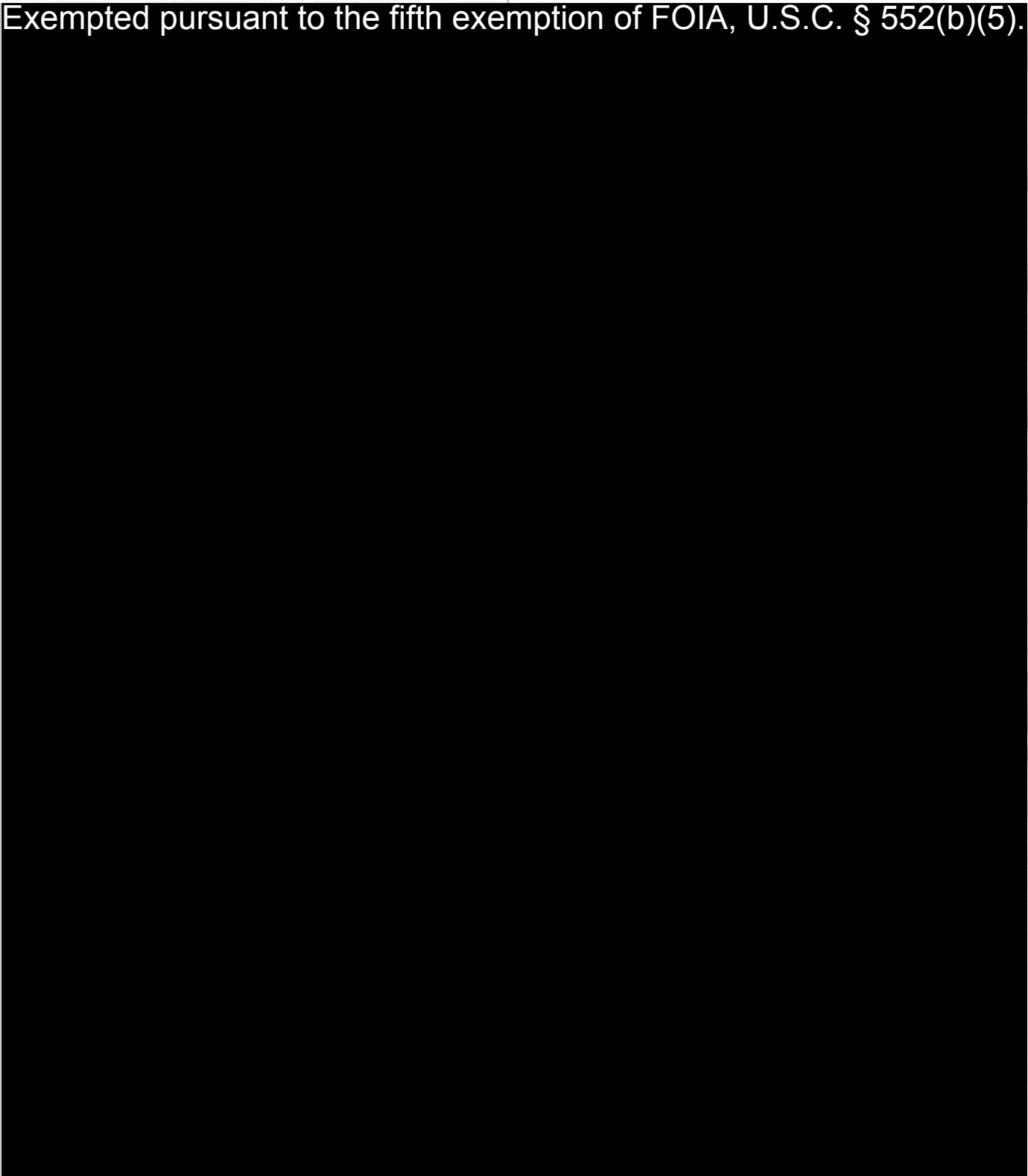
Order #

Amendment/Mod #

Servicing Agency's Agreement

Tracking Number (Optional) _____

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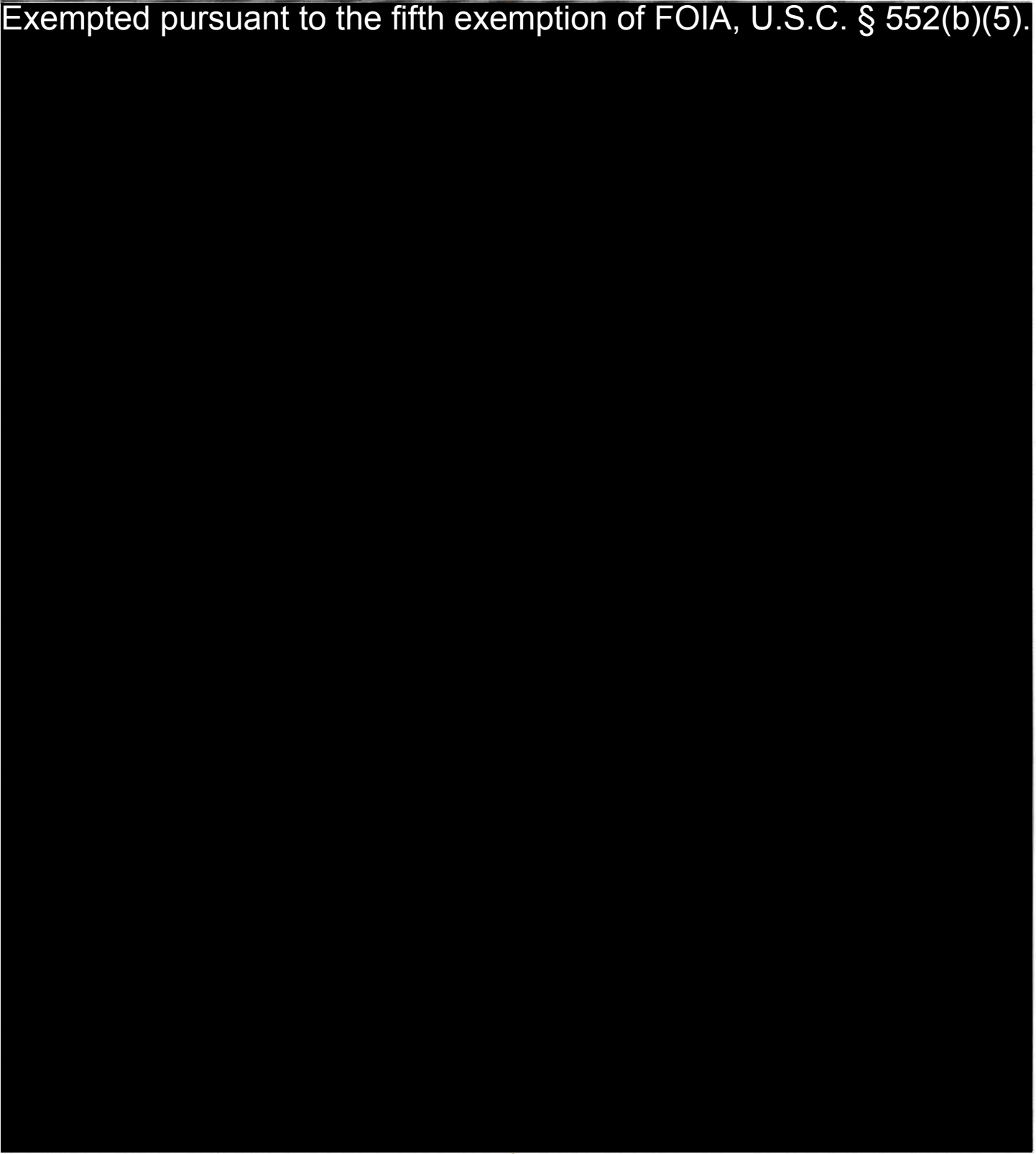


IAA Order

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GT&C # Order # Amendment/Mod #

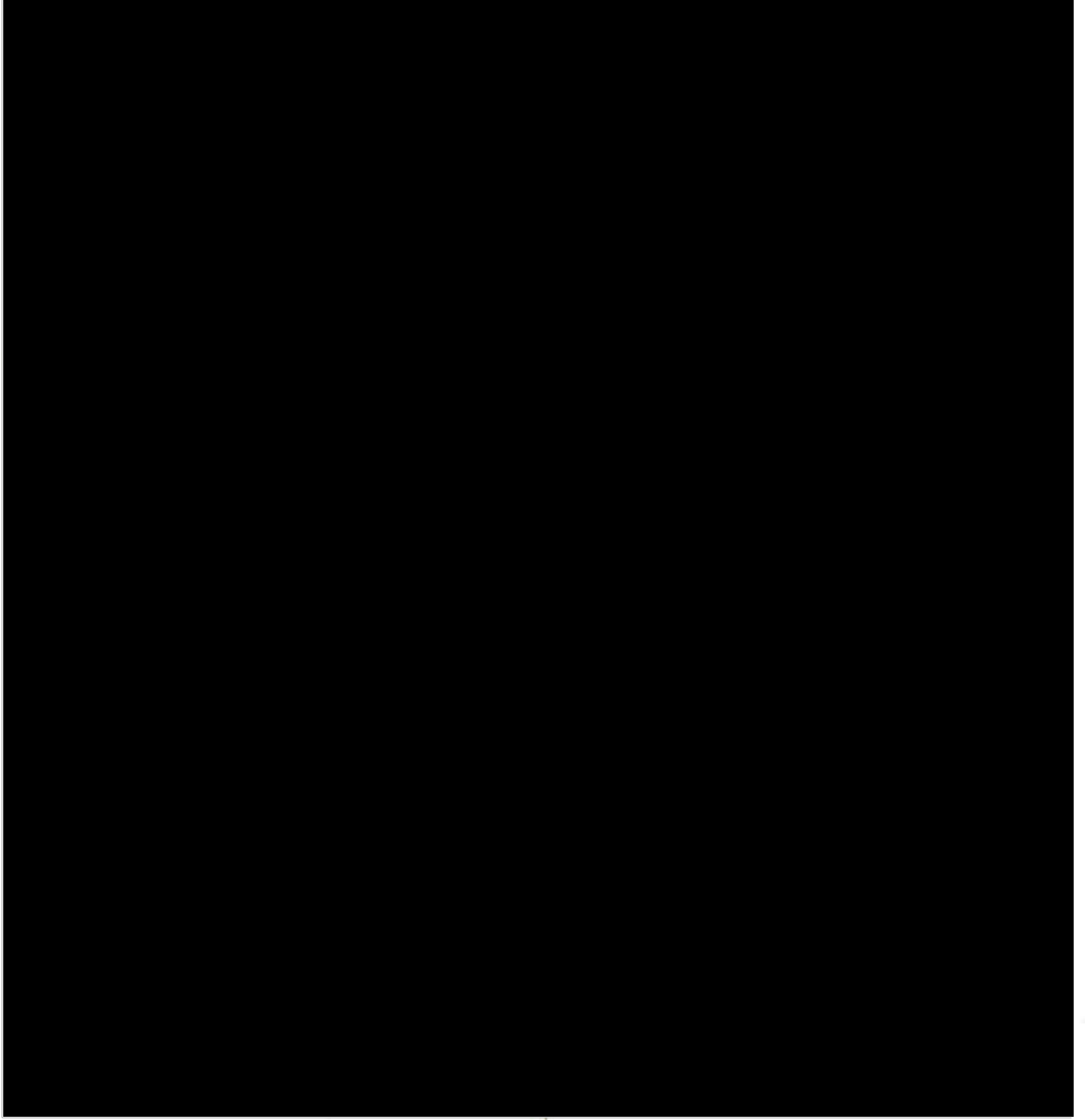
Servicing Agency's Agreement
Tracking Number (Optional) ER.2015.033

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Interagency Agreement
Between
GSA IT
And
U.S. Department of Education

Exempted pursuant to the fifth exemption of FOIA, U.S.C. § 552(b)(5).



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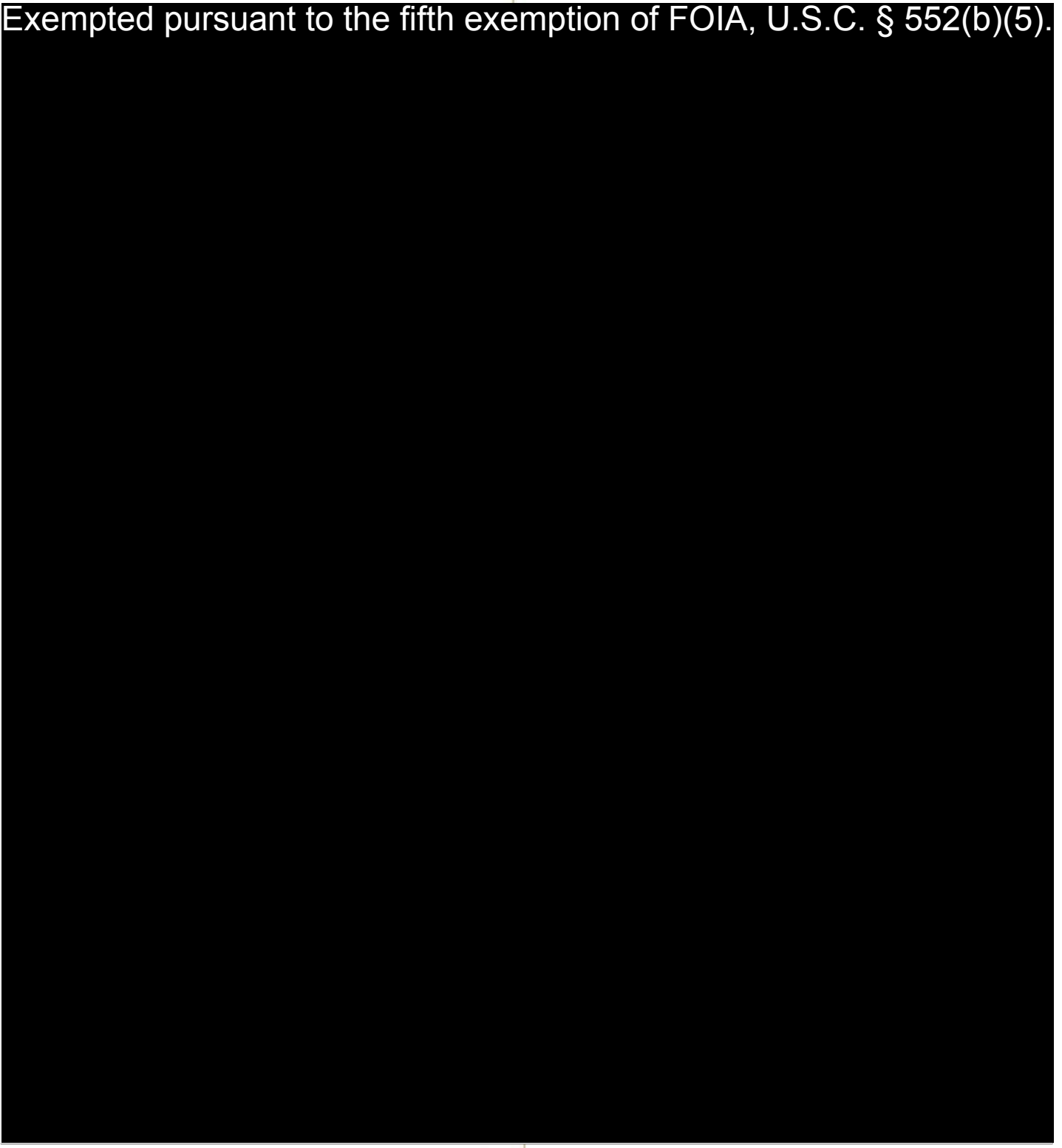


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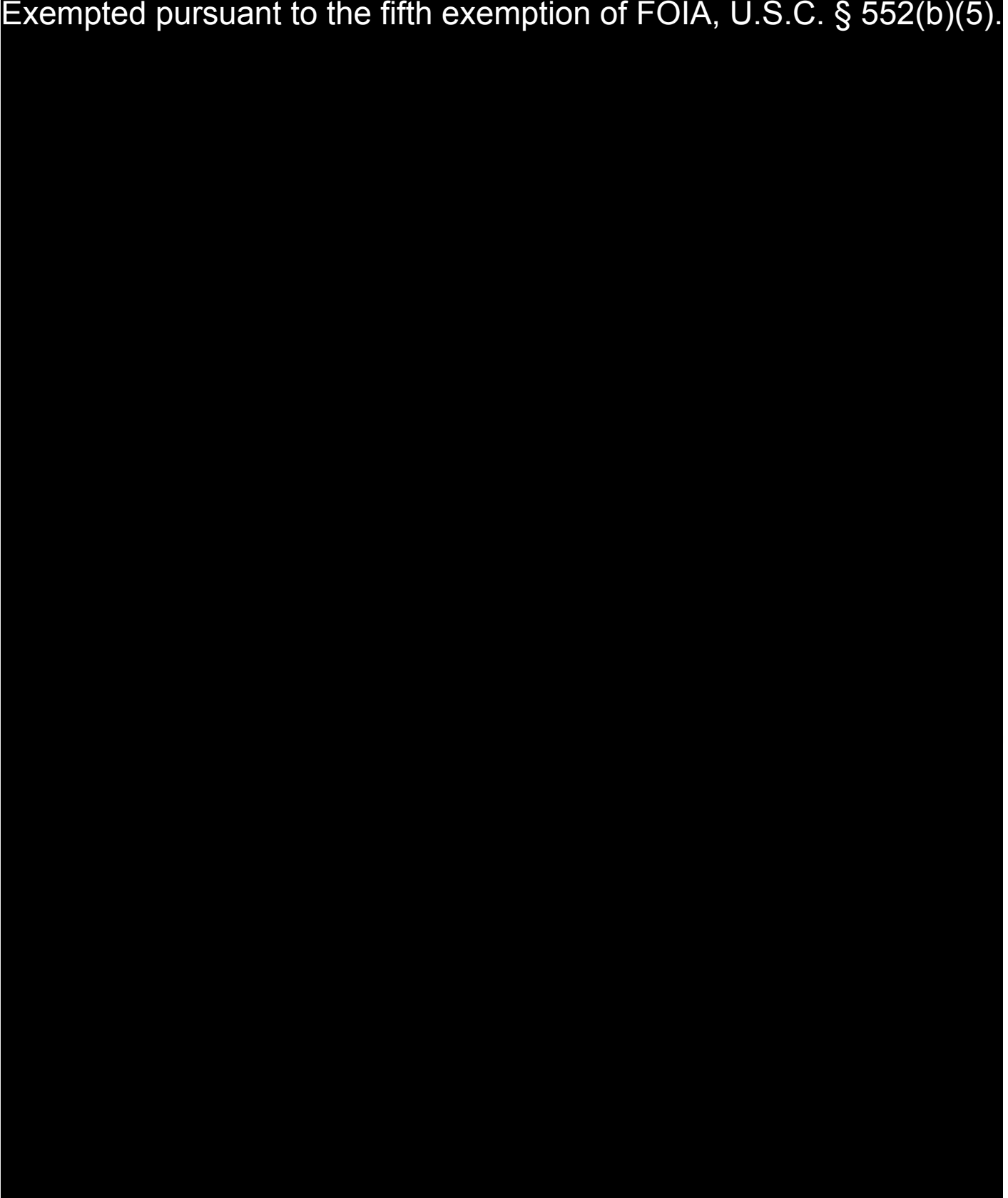
(b) (4)

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(b) (4)

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Education has requested that GSA provide clarification on how the shared services being provided to Education are not an assisted acquisition. Also, that GSA is not charging an additional fee on top of the costs to Education. They would like this information provided in writing for the file so that there are no questions going forward regarding this topic

The initial focus of the Shared-First strategy addressed in OMB memorandum M-11-29 is for agencies to consolidate intra-agency commodity IT services. Part of these services are enterprise IT systems which would include items such as email, collaborative tools, and identity and access management. GSA took the lead for cloud email services and is sought after by other agencies for advice and guidance on implementing the cloud google services for email and collaborative tools.

GSA's goal as a shared services provider is to provide a cost effective, fast and efficient implementation for agencies that reuse available resources, contract bandwidth and lessons learned. This provides a rapid or quick start for agencies that would like to sample or pilot enterprise cloud tools. GSA provides a service, not a product. This service reuses existing services vs establishing separate contracts or orders specifically for an agency.

An interagency agreement can provide services using the Federal agency staff, other agencies contract, assisted acquisition or both. How can GSA provide this service without doing assisted acquisitions? Assisted Acquisitions order items directly for the specific agency. GSA purchases licenses for Google in required bands of usage. The excess licenses in the band purchased, available but not assigned to GSA users, are delegated for potential service support to other agencies that desire to try Google tools or applications for short periods of time. Partner agencies pay for their use of the portion of the service (which includes the license(s)) that they are using plus any additional help that GSA staff provide as part of the service. As a result, GSA is reimbursed for the actual costs and agencies get immediate access to the service without the lengthy time, cost or burden of procuring or administering a contract. Instead, only an Interagency Agreement is required and signed by each agency. In addition, GSA staff familiar with the GSA Google implementation, support this effort. At the end of each project, the guest agency must return the licenses to the GSA and contribute lessons learned for the benefit of other agencies.

What about an extra fee? The professional services cost and product cost do not include any additional hidden or transparent fees. The cost of the professional services is cost recovery and tied to a blended workforce of government FTE and/or schedule pricing for professional services. Licensing is based on schedules. Like any schedule the price offered includes industrial funding. Again, GSA does not include any additional cost or fee to the bottom line for this service. This service is cost recovery only.

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 3 PAGES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER JAN 21, 2015		2. CONTRACT NO. (If any) ED-CIO-15-J-0012		6. SHIP TO: EIDCIO Ult Dest: EIDCIO	
3. ORDER NO.		4. REQUISITION/REFERENCE NO. EDOCIO-15-000042		a. NAME OF CONSIGNEE Sally Budd	
5. ISSUING OFFICE (Address correspondence to) EL1MH US DoED/OCFO/OCIO 550 12th Street, SW, RM 6091 Washington, DC, 20202-4110, USA Sharon L. Brooker, 202/245-8141		b. STREET ADDRESS US DoED/OCIO, 550 12th Street SW Rm 9112 MS 4700			
c. CITY Washington		d. STATE DC		e. ZIP CODE 20202-4700	
7. TO: (b)(4)&(b)(6)		f. SHIP VIA			
a. NAME OF CONTRACTOR DUNS: 001954700 GENERAL SERVICES ADMINISTRATION		8. TYPE OF ORDER			
b. COMPANY NAME		<input checked="" type="checkbox"/> a. PURCHASE <input type="checkbox"/> b. DELIVERY -- Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.			
c. STREET ADDRESS NATIONAL CAPITOL REGION 1800 F ST NW		REFERENCE YOUR: Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.			
d. CITY WASHINGTON		e. STATE DC		f. ZIP CODE 20405	
9. ACCOUNTING AND APPROPRIATION DATA See Schedule		10. REQUISITIONING OFFICE OCIO/IO			
11. BUSINESS CLASSIFICATION (Check appropriate box(es))		12. F.O.B. POINT Destination			
<input type="checkbox"/> a. SMALL <input type="checkbox"/> d. WOMEN-OWNED <input checked="" type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> e. HUBZone <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> f. SERVICE-DISABLED VETERAN-OWNED					
13. PLACE OF		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	
a. INSPECTION		b. ACCEPTANCE		16. DISCOUNT TERMS 0% 0 Days Net 0	

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	See Continuation Page For Line Item Details					

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.	
	21. MAIL INVOICE TO: EL1MH					(b) (4) 17(h) TOT . (Cont. pages)
	a. NAME Michael Holloway					
	b. STREET ADDRESS (or P.O. Box) US DoED/OCFO/OCIO 550 12th Street, SW, RM 6091					\$13,830.00 17(i) GRAND TOTAL
c. CITY Washington		d. STATE DC	e. ZIP CODE 20202-4110			
22. UNITED STATES OF AMERICA BY (Signature) 						23. NAME (Typed) Michael A. Holloway (202) 401-2700 TITLE: CONTRACTING/ORDERING OFFICER

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE \$	AMOUNT \$
0001	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

Base ELA:

Exempted pursuant to both the third and the fourth exemption of FOIA, U.S.C § 552 (b)(3)&(b)(4).



Add-on Options:

Exempted pursuant to both the third and the fourth exemption of FOIA, U.S.C § 552 (b)(3)&(b)(4).



**GENERAL SERVICES ADMINISTRATION (GSA)
OFFICE OF THE CHIEF INFORMATION OFFICER (CIO)**

LIMITED SOURCES JUSTIFICATION

FORCE.COM ENTERPRISE LICENSES

I. IDENTIFICATION AND DESCRIPTION OF ACTION BEING APPROVED

Pursuant to Federal Acquisition Regulation (FAR) Part 8.405-6, approval is sought herein to purchase Force.com products on behalf of the GSA, Office of the CIO.

II. DESCRIPTION OF SERVICES REQUIRED

The General Services Administration is moving its email and application development environment from Lotus Notes and Domino to Google email and Google apps.

As part of this transition, GSA needs an additional application development environment to compliment the Google apps platform for application development and migration from Notes and Domino. The "Cloud First" policy found in OMB guidance, the 25 Point Implementation Plan to Reform Information Technology Management of December 2010 by Vivek Kundra, the U.S. Chief Information Officer dictates that new application development should be in the cloud.

GSA currently uses a Customer Relations Management (CRM) tool called Salesforce that operates in the cloud on a platform known as Force.com. The Federal Acquisition Service (FAS) currently has 350 Salesforce licenses and the Public Building Service (PBS) has 250. Because of this broad license base, and because Force.com provides an agile application development environment that is compatible with Google mail and applications, GSA proposes to acquire an enterprise wide license for Force.com. The enterprise license would be an expansion of the existing Salesforce license base and would be priced to take advantage of that base. While GSA is currently using this product and is found it to be satisfactory, this is not considered a follow-on procurement. FAS and PBS were looking to expand their current base but with the enterprise agreement, we are adding additional functionality required by GSA along with flexibility to purchase optional items based on GSA need.

In addition to the CRM tool and the Force.com platform as a service application development environment, the enterprise license would include Chatter, which is embedded in both Salesforce and Force.com. Chatter is built into all Force.com custom developed applications com as a social enabler. This supports the administration priority for use of social media tools and the GSA administrator's direction to use social collaboration within GSA (see discussion in Section VII below).

In Force.com, when Google docs integration is enabled, a Salesforce CRM or Force.com user may attach a Google Doc to any object within Salesforce CRM apps and Force.com apps wherever Notes and Attachments is enabled on an object. In addition, within Salesforce Content, users may browse to Google docs and add content directly from Google Docs into Salesforce Content. This is a unique feature to Force.com.

Force.com supports single sign which is not only a GSA requirement but also is now a federal government requirement articulated in the March 2011 OMB Memorandum 11-11.

The estimated cost of the acquisition is approximately \$38.6 million over a five year period. This figure includes reduced costs for the initial two years of ramp up activities. GSA's significant and extensive Salesforce licensing base makes the selection of Force.com logical because of the economies of scale that GSA can achieve. The offered price is approximately 80% below the standard list price at maturity. This cost estimate is based on an assumed enterprise population of 12,000. This figure may require modification.

III. IDENTIFICATION OF STATUTORY AUTHORITY

The statutory authority permitting other than full and open competition is 41 U.S.C. 253(c)(1), Only One Source will Satisfy the Agency Requirements.

NOTE: (c) *Application for brand name descriptions.* An acquisition that uses a brand name description or other purchase description to specify a particular brand name, product, or feature of a product, peculiar to one manufacturer does not provide for full and open competition regardless of the number of sources solicited. It shall be justified and approved in accordance with FAR 6.303 and 6.304. The justification should indicate that the use of such descriptions in the acquisition is essential to the Government's requirements, thereby precluding consideration of a product manufactured by another company. See 5.102(a)(6) for the requirement to post the brand name justification. (Brand-name or equal descriptions, and other purchase descriptions that permit prospective contractors to offer products other than those specifically referenced by brand name, provide for full and open competition and do not require justifications and approvals to support their use.)

IV. DEMONSTRATION THAT ACQUISITION REQUIRES USE OF THE AUTHORITY CITED

GSA's requirements for meeting agency demands for a cloud based solution in support of application development, Customer Relationship Management solution, and collaboration consist of the following items:

1. Authority to operate (ATO) at a medium security risk
2. Support Single Sign on security authentication
3. Support of mobile application and devices - in support of Administrator's, telework and any System, Any place, any device (A3) initiative
4. Enterprise CRM functionality for a large scale organization
5. Application development platform to support domino migration and back office modernization
6. Social enabler functionality to support communities, collaboration, virtual workplace, and portals and web pages

Market research was conducted and it was determined that the only cloud based solutions with enterprise CRM solutions that could support a large complex sales organization with field personnel, mobile requirements, role-specific functionality, manage large volumes of data, and

basic lead and opportunity management functionality were:

Salesforce.com
Oracle CRM on demand
Microsoft Dynamics CRM online

After analysis it was determined that Oracle CRM on demand, Microsoft Dynamics CRM online only provide a CRM solution and did not provide the service required for application development and a social media platform.

In addition, the following cloud solutions were considered as part of supporting application development to deliver functionality for its CRM solution and to address the business process modernization initiative and the Domino application migration.

1. Amazon Cloud Solution: Provided a general-purpose infrastructure-as-a-service (IaaS) platform to support the installation of software required by the various business solutions. This solution would host all infrastructure core components and allow GSA to load software specific technologies into the platform.

Functional evaluation:

1. Authority to operate (ATO) at a medium security risk -NO
2. Support Single Sign on security authentication - NO
3. Support of mobile application and devices - in support of Administrator's, telework and any System, Any place, any device (A3) initiative - NO
4. Enterprise CRM functionality for a large scale organization _ Yes
5. Application development platform to support domino migration and back office modernization - NO
6. Social enabler functionality to support communities, collaboration, virtual workplace, and portals and web pages - NO

Overall assessment:

Amazon cloud service only offers virtual hosting of current environments. They do not have the necessary functionality to support enterprise wide application development and social media platform. This solution does not have a rapid development application platform to support a complex enterprise organization functional requirements. They don't support configuration development and there is not a user interface for application development.

2. Google App Engine Cloud solution: Optimized for web-based applications using Java. This cloud solution provides a framework to allow for development of custom Java applications. This solution would provide the infrastructure and application platform framework.

Functional evaluation:

1. Authority to operate (ATO) at a medium security risk -NO
2. Support Single Sign on security authentication - YES

3. Support of mobile application and devices - in support of Administrator's, telework and any System, Any place, any device (A3) initiative - Yes, some limitations
4. Enterprise CRM functionality for a large scale organization _ Yes
5. Application development platform to support domino migration and back office modernization - YES, some limitations.
6. Social enabler functionality to support communities, collaboration, virtual workplace, and portals and web pages - NO

Overall assessment:

Google apps provides limited functionality and its application development platform only provides limited functionality to support back office modernization. The only provide a virtual development environment. The platform does not support work flow management and the ability to assign tasks which are necessary functionality to support the Domino migration and back Office Migration. The don't have a collaboration platform and only provide minimal functionality for portals and communities.

3. Salesforce Cloud Solution: This solution is optimized for rapid development of business applications. This cloud solution provides all aspects of Platform as a Service (PaaS) and supports current CRM initiatives inside GSA for SaaS. This platform offers out-of-the-box standard objects, custom objects and workflow functionality that do not require custom development similar to the legacy Domino application platform.

Functional evaluation:

1. Authority to operate (ATO) at a medium security risk -YES
2. Support Single Sign on security authentication - YES
3. Support of mobile application and devices - in support of Administrator's, telework and any System, Any place, any device (A3) initiative - Yes, some limitations
4. Enterprise CRM functionality for a large scale organization - YES
5. Application development platform to support domino migration and back office modernization - YES
6. Social enabler functionality to support communities, collaboration, virtual workplace, and portals and web pages - YES

Overall assessment:

Salesforce.com and the associated Force platform and social platform provide a Full CRM cloud service and a full development platform. They have development environments, a user interface and fully support integrated workflow. In addition they have a social platform that supports portals and the creation of communities. The cloud services provides a full relational database and the required infrastructure for account management and user provisioning.

The first and most important factor in looking at the cloud solution is the security. As we move to the cloud for various projects, security becomes increasingly more important, especially in today's environment. GSA requires the solution to have an Authority to operate (ATO) at a medium security risk. The ATO is issued when the solution is approved to operate in a particular security mode using a prescribed set of safeguards. Under the security certification and accreditation process, Force.com has authority to operate for the FAS and PBS Salesforce

CRM software services. It just received an interim authority to operate enterprise-wide for the Force.com application development environment. Currently, Salesforce is the only vendor that has an approved ATO.

While application development in the cloud is not unique to the Force.com environment, and there are several CRM solutions, none of the evaluated products had a enterprise CRM solution, a full functional application development with a user interface, and a social media platform. In addition, Salesforce.com was the only solution to have all the functionality and the required security features addressed by GSA. There are considerable costs associated with the certification and accreditation process in acquiring an ATO as well as it is a lengthy process. Any agency may approve an ATO for a specific system, solution, etc. At this time, no other competitor has an ATO or is in process. After considering the security aspects of the solution, GSA considered the remaining requirements and Salesforce is the only solution that can meet GSA's needs.

V. DESCRIPTION OF EFFORTS TO SOLICIT AS MANY OFFERS AS PRACTICABLE

Use of GSA Schedule 70 contracts, General Purpose Commercial Information Technology Equipment, software and Services. The entire requirement is available under SIN 132-32, Term Software Licenses. Only Carasoft, a small business, offers Force.com on the GSA Schedule 70. However, there are authorized dealers, small businesses, that authorized to sell under Carasoft's GSA Schedule Contract. The authorized dealers were verified through Salesforce and Carasoft.

VI. DEMONSTRATION THAT THE ANTICIPATED COST WILL BE FAIR AND REASONABLE

Price reasonableness is determined through comparison of proposed prices to the manufacturer's current commercial list price and competitive GSA Schedule prices received. See the discussion at the end of Section II on this subject.

VII. DESCRIPTION OF MARKET SURVEY CONDUCTED

Since GSA has moved to the Google email and Google apps, the platform is required to be compatible with these services. Coincident with the move to a cloud based email and collaboration platform (Google), GSA can choose to implement an enterprise-wide cloud based application development platform, commonly known as Platform as a Service (PaaS). The cloud PaaS market has been maturing over the past few years, with several options available in the marketplace today. It is also being used within the Federal Government, including GSA. GSA is proposing leveraging the existing Salesforce.com solution in an enterprise-wide capacity to accomplish this objective.

There are two current implementations of Salesforce.com CRM solutions in GSA. In June 2009, the Public Buildings Service, Office of the Chief Information Officer, in conjunction with the Office of Client Solutions/Client Intelligence Division and Office of Portfolio Management/Real Property Disposal Division, and most recently, the Office of Organizational Resources/Industry Relations Division implemented a cloud based solution for its CRM requirements. As part of their decision

to implement an enterprise solution for CRM, PBS approached FAS and OCIO to implement an enterprise solution.

Concurrently, FAS launched a pilot in 2009 to analyze Salesforce.com CRM solutions as a potential enterprise CRM solution. This Salesforce.com platform is widely considered as a leading platform to provide both business application/process automation, as well as an enterprise-grade collaboration suite. GSA currently uses the Customer Relations Management (CRM) Subscription Service, Salesforce.com, that operates in the cloud on a platform known as Force.com. Force.com allows for application development and website development.

While application development in the cloud is not unique to the Force.com environment, Force.com provides an agile application development capability using drag and drop methodology rather than requiring use of software coding. Force.com provides an extensive array of services, pieces of applications, that can be used and reused to create new applications. In Force.com the applications themselves are reusable for adaption into new applications. These capabilities significantly reduce application development time. Force.com is compatible with the Google environment.

In addition to the market research stated above in Section IV, GSA also reviewed GSA Advantage! online catalogs. In addition, GSA prepared an Executive Business Case for the transition from Lotus Notes and Domino to the Google and Force.com development environments. The following is extracted from the Back Office Modernization and Collaboration Initiative Executive Business Case.

<p>GSA has the option to continue to use several disparate, disjointed collaboration and application platforms, or to invest in an enterprise-wide collaboration and application automation solution.</p> <p>1) Option 1: Do nothing.</p> <p>After retiring the Domino application platform, the GSA may chose to let expire the thousands of back-office business applications. In this scenario, ongoing business processes that rely on these back-office applications will be significantly impacted. In order to support these business operations, GSA Service and Staff Offices will need to identify alternate approaches, including, but not limited to:</p> <ol style="list-style-type: none">1. Reverting to paper-based manual processes in many cases.2. Develop stand-alone applications using native .Net or Java technologies to automate existing processes, requiring very significant investment in resources in the development and ongoing support of these applications.3. Individually acquire application development platform solutions such as Jive, LifeRay, SharePoint, etc. to enable these business processes. <p>These approaches lead to to sub-optimal pricing, potential security and privacy information management risks. In addition these fragmented solutions will reduce visibility into common business practices and hinder GSA's evolution to a collaborative, mobile</p>	
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workplace. Moreover, as the analysis to follow will conclude, this approach can cost the GSA a very significant amount of investment.

Similarly, GSA can choose to continue to use the half dozen or so collaboration platforms currently in use across the organization. Each of these platforms require infrastructure costs, licensing, support and maintenance costs, as well as dozens of contractor resources required to provide development assistance and support. In most cases, these resources are not being used optimally, with a lot of duplication of effort and re-engineering involved. Moreover, by using several collaboration platforms, GSA is unable to leverage the core value of a collaborative solution, since not all GSA employees across the organization can leverage any one solution to work together.

Pros:

1. No up-front, shared investment required. Significant ongoing O&M investments continue.

Cons:

1. Further fragmentation of GSA technology portfolio, leading 1) to duplicative and incompatible systems and 2) to higher information and security management risks.
 2. Individual system implementations by SSOs will lead to much larger GSA-wide licensing, resources, contractor and time investments.
 3. Fragmented technology portfolio will lead to significantly higher IT O&M costs over the long term.
 4. No enterprise-wide collaboration, knowledge sharing, and performance visibility.

2) Option 2: Leverage cloud-based enterprise wide application and collaboration platform.

GSA's IT Executive Committee recognized that automating standard back office processes is an enterprise issue that would be best served by a common GSA approach.

Co-incident with the move to a cloud based email and collaboration platform (Google), GSA can chose to implement an enterprise-wide cloud based application development platform, commonly known as Platform as a Service (PaaS). The cloud PaaS market has been maturing over the past few years, with several options available in the market place today. It is also being used within the Federal Government, including the GSA. GSA is proposing leveraging the existing Salesforce.com solution in an enterprise-wide capacity to accomplish this objective.

This solution will allow GSA to build modules of capability, and use any available pre-built modules of functionality to quickly put together simple business applications including forms, work-flows, reporting and integration with mission critical systems. By leveraging an enterprise platform approach, the complexity and challenges involved in ensuring that applications are secure, available online, and available via mobile devices, need to be solves only once. End users only have to learn the environment once, rather than having to learn how to work with systems developed in multiple platforms. Moreover, all business functionality and processes are available to end users within one integrated environment

and accessible via the user's GSA access card.

This approach would require the GSA to make an investment in migrating its existing applications within Lotus Domino and other platforms into salesforce.com. This effort would be time bounded and will require an investment to leverage contractor support and expertise over a period between FY12-FY15, while simultaneously training federal staff to learn the new technologies. It is anticipated that starting in FY14 and onwards, existing federal staff will be able to take on these new responsibilities without any additional FTE or contractor support.

The OCIO anticipates several benefits of this approach, including:

1. Reduced licensing and infrastructure costs – By investing in one enterprise wide application platform, GSA will avoid the need to acquire several duplicative technology solutions, resulting in much higher licensing and infrastructure costs. Enterprise licensing will be able to leverage aggressive discounts not otherwise available.
 - a. Reduced IT effort – By leveraging a common application environment, GSA will only need to build up expertise in one technology, thereby reducing the number of consultants, training, staff and contracts required to support and develop applications. Also, by leveraging an application platform rather than developing applications natively will significantly reduce the amount of effort required to enable business processes. In a recent example, one business application estimated to cost \$500,000 and six months of development was implemented using force.com in less than 2 weeks by GSA staff.
 - a. Access anywhere, anytime and from any device (A3) – By leveraging an application platform, applications have to be developed once, but can be accessed anywhere, anytime and from any device. No additional effort is required to make applications web or mobile accessible, available across SSOs, or even to outside industry and Federal partners.
 - a. Built-in compliance – A significant amount of effort is expended to ensure that new applications are certified and accredited for security/FISMA compliance, compliant with Section 508 of the ADA, compliant with HSPD-12 and M-11-11, as well as compliant with GSA's enterprise architecture. By leveraging a common application platform, this activity only has to be conducted once when deploying the platform. All applications developed using the platform are automatically compliant. Salesforce.com is the only application platform currently approved within the GSA enterprise architecture's standards profile by the GSA Architecture Review Board.
 - a. Standardize and Reuse - By leveraging a common cloud based application platform, GSA business units will be able to share and reuse application functionality within their operations, and standardize business operations so they can remain focused on their mission, rather than spending resources on back-office automation and enablement.

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| <ul style="list-style-type: none">a. Enterprise-wide visibility and knowledge sharing - by leveraging a common enterprise application platform, GSA will gain the advantage of accessing all enterprise data, such as human resources transactions, employee performance, acquisition activities, budget management, IT asset management and service request management from a centralized common operational environment, allowing accurate real time business intelligence and visibility into agency operations.
a. Sustainability - Employing a simple to use enterprise application platform will allow GSA business units to quickly and efficiently automate several business processes that currently rely on paper based document management such as FOIA, acquisition, and employee on-boarding, saving logistical costs, reducing waste, and making processes more efficient.
a. Built-in Collaboration capabilities – The use cases identified above for an enterprise-wide collaboration solution, allowing employees to locate expertise, form ad-hoc project teams, share and search for knowledge, streamline communication and collaborate on solution are all addressed by using the “chatter” functionality within the salesforce.com solution. This solution, including Chatter, is one of the most highly rated solutions in the market place by Gartner. | |
|--|--|

VIII. OTHER FACTS SUPPORTING THE USE OF OTHER THAN FULL AND OPEN COMPETITION

None

IX. LIST OF SOURCES THAT EXPRESSED AN INTEREST IN THE ACQUISITION

None.

X. STATEMENT OF ACTIONS TO OVERCOME BARRIERS TO COMPETITION

Prior to the expiration of the task order and possible recompetition of a cloud-based CRM, application development, and collaboration solution, GSA will re-evaluate the market. As the cloud environment continues to evolve, there may be additional vendors that can provide services that will meet GSA's complete need.

XI. CONTRACTING OFFICER'S CERTIFICATION

I hereby certify that the information contained in this Justification and Approval for Other than Full

and Open Competition, for the purchase of enterprise licensing for Force.com by the Office of the CIO is accurate and complete to the best of my knowledge and belief.

(b) (6)

Teresa Blake, Contracting Officer, MVS

Date

07/27/2011

XII. REQUIRING ACTIVITY CERTIFICATION

The facts presented on this justification are certified as accurate and complete to the best of my knowledge and belief.

(b) (6)

Patrick Donovan
Information Technology Specialist, OCIO

Date

7/28/2011

XIII. HEAD OF CONTRACTING ACTIVITY CERTIFICATION

For orders exceeding \$12.5 million, but not exceeding \$62.5 million, the head of the procuring activity; a designee who is a general or flag officer (for armed forces order) or in grade above GS-15 under the General Schedule (for civilian agencies), or the senior procurement executive of the agency placing the order.

Approved/Disapproved.

(b) (6)

Authorized Signatory

Date

HCA/SPE

7/28/2011



Teresa Blake <teresa.blake@gsa.gov>

Salesforce Limited Sources Justification

David Kimbro <david.kimbrow@gsa.gov>

Thu, Jul 28, 2011 at 12:17 PM

To: carol.lautzenheiser@gsa.gov, teresa.blake@gsa.gov

Cc: patrickb.donovan@gsa.gov, rod.lantier@gsa.gov, lydia.dawson@gsa.gov, shirley.rohmer@gsa.gov

Thanks all

This email will serve as my approval until such time I sign the document. I'm on tdy.

From: Carol Lautzenheiser [mailto:carol.lautzenheiser@gsa.gov]

Sent: Thursday, July 28, 2011 11:12 AM

To: Teresa Blake <teresa.blake@gsa.gov>

Cc: David Kimbro <david.kimbrow@gsa.gov>; patrickb.donovan@gsa.gov <patrickb.donovan@gsa.gov>;
rod.lantier@gsa.gov <rod.lantier@gsa.gov>; lydia.dawson@gsa.gov <lydia.dawson@gsa.gov>;
shirley.rohmer@gsa.gov <shirley.rohmer@gsa.gov>

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